



Sutton Information Advice and Support Service (SIASS) Impartiality Policy

Impartiality is central to all that the service does and we aim to provide an impartial service to all users.

What does SIASS mean by impartiality?

- Treating everyone with respect
- Not having a personal interest in the outcomes of any discussion beyond what families and children and young people are asking for support with, with the child at the centre
- Giving everyone, parents or professionals, the same chance to express their views
- Not making personal judgements about the people involved or views expressed
- Trying our best to give accurate and up-to-date information
- Not taking sides

SIASS supports parents, carers, children and young people in discussions or negotiations and helps them get their views and wishes across.

All SIASS staff know they must be impartial when they are providing information, advice or helping people to come to an agreement. The SIASS team have all completed IPSEA level 3 training.

SIASS will only share information with the explicit consent of the family, child or young person.

SIASS tries to make sure that everyone involved in discussions/meetings understands their own rights and responsibilities as well as the rights and responsibilities of other people present.

SIASS monitors the impartiality of the service through quarterly questionnaires to service users and, where possible, addresses any issues raised.

SIASS staff work hard to make the service known to all families of children with SEND in Sutton and try to make sure that parents from any community or background feel they can come to the service for information, support or advice

Author: SIASS Manager

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